OFFICE OF SYSTEMS INTEGRATION

REQUEST FOR PROPOSAL OSI 7100-181
UNEMPLOYMENT INSURANCE
MODERNIZATION PROJECT

SECTION 6E – PROPOSAL REQUIREMENTS

June 1, 2007
Addendum 1

ISSUED BY:

STATE OF CALIFORNIA

DEPARTMENT OF GENERAL SERVICES
TECHNOLOGY ACQUISITIONS SECTION
707 3RD STREET, 2ND FLOOR
WEST SACRAMENTO, CA 95605

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6E PROPOSAL REQUIREMENTS

The purpose of this section is to provide and define the items that the State requires from the Bidder in order to verify the claims made in the Bidder's proposal.

The items that are being requested in the Proposal are:

1. Corporate Capability Proposal Requirements:
   a) Reference Checks.
2. Key Staff Proposals Requirements:
   a) Key Staff Qualifications Summary.
   b) Key Staff References.
3. Technical Proposal:
   a) Project Management Proposal Requirements:
      1. Draft Project Management Plan (PMP).
      2. Draft System Engineering Management Plan (SEMP).
   b) Technical Solution Proposal Requirements:
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   c) Demonstration Proposal Requirements.

Proposal requirements are designated as either Mandatory or Desirable. The Bidder must respond to all Mandatory requirements and may choose to respond to Desirable requirements. Mandatory requirements will be evaluated as pass/fail or scored. Bidders must address all mandatory requirements and pass all requirements evaluated on a pass/fail basis to be considered responsive. Scored mandatory and desirable requirements will be awarded points based on the Bidder's response. (Refer to RFP Section 9, Evaluation, for an explanation of the evaluation process.)

6E.1 Corporate Capability Proposal Requirements

The purpose of this section is to provide the State the ability to verify the claims made in the Bidder's proposal and to ensure that the Bidder has a proven track record of successfully providing the desired services.

6E.1.1 Corporate Background and Experience

For the purpose of this Request for Proposal (RFP), a "comparable project" is defined as a system development and integration project with a contract value of a minimum of $10 million including design, development and implementation that has been fully implemented for a minimum of six (6) months.

Mandatory Requirement

Requirement Number	Points Available	Requirement
1	P/F	The Bidder must provide a minimum of three (3) customer references for separate projects that are relevant to the entirety of work to be performed under this contract. Bidders must numerically rank the references in the order that they prefer the State to contact them. *Note: The State will evaluate and score no more than ~~three~~ two (~~3~~2) references but Bidders are allowed to provide additional references identified as back-up.* Customer reference contacts must be individuals that were the Customer's project sponsor, Customer's project manager or an individual who had oversight responsibility for Bidder performance on that project. The references cannot be current or former representatives of the Bidder company submitting the proposal. References must be able to provide an objective assessment of Bidder's performance.
		The customer references must meet the following requirements:
		a) The reference accounts must be for comparable successfully completed implementations deployed in production within the previous five (5) years.
		b) Subcontractor experience can be used to meet the corporate experience requirements if performing 10 percent or more of UIMOD contract work. Experience must be related to the work that the subcontractor will perform on this contract.

6E.1.1.1   Mandatory Corporate Requirements

Requirement Number	Points Available	Requirement
2	P/F	Customer references must be able to confirm the Bidder company's role and experience with each of the nine (9) requirements below. One reference may be used to confirm multiple requirements, as appropriate. The Bidder must describe the work performed for each customer reference and identify the experience below that each reference can validate: a) Client Server application over a Wide Area Network (WAN) or over the Internet. b) Service Oriented Architecture (SOA) or Distributed Web System using Web Services. c) Development in a Microsoft .NET environment. d) Unemployment Insurance (UI) Program Project. e) Use of a Business Rules Engine. f) Telephony including Voice over Internet Protocol (VoIP) technology. g) Call Center design and implementation (at least 10 multiple locations, at least 1000 agent seats and at least monthly call volumes of 1,000,000). h) Integration with legacy mainframe-based systems. i) Use of multiple customer communication channels using the same core system (e.g., telephone, internet, paper).
3	P/F	The Bidder must submit a list for all UI related work conducted in the last seven (7) years and must indicate whether the Bidder's role was as a prime contractor or as a subcontractor in the following format: a) Project Name. b) Dates of Bidder involvement. c) Prime or Subcontractor. d) Estimated Project Value. e) Bidder's Contract Value. f) Client Organization. g) Client Contact. h) Title. i) Phone Number. j) Address. k) Email Address. l) Project Description. m) Bidder Responsibility. n) Project Outcome (Was this project a success? Why? Or why not? Was this project implemented in production?).

Requirement Number	Points Available	Requirement
4	P/F	The Bidder must provide at least three (3) organizations who have successfully implemented the Bidder's proposed Business Rules Framework (BRF) product. The organizations do not need to be customers of the Bidder, however the organizations cannot be owned by the Bidder or own the Bidder company. For each organization, provide name, address, implementation date and contact information. The Bidder must provide at least three (3) references of client implementations of the Bidder's proposed Business Rules Framework (BRF) product.
5	P/F	If a subcontractor will be performing 10 percent or more of contract work, or if the subcontractor experience is being used to meet the mandatory corporate requirements, the Bidder must meet the following requirements: a) Three (3) customer reference projects for each subcontractor must be submitted verifying the work to be provided under this Contract by the subcontractor. b) The related contract work for each project reference must be indicated. References used for Mandatory corporate reference requirements may also be used to meet this requirement.

References will be contacted to validate experience and to verify work performance and business relations. A maximum of 250 points are available based on work performance and business relations ratings provided by the references contacted.

6E.1.1.2   Desirable Corporate Requirements

Requirement Number	Points Available	Requirement
6	35	Experience on two (2) or more UI Information Technology (IT) projects.
7	15	Corporate division proposed for UIMOD Project possesses certification that the organization supports institutionalization of repeatable processes such as Capability Maturity Model Integration (CMMI) or Capability Maturity Model (CMM) for Software.
8	35	Experience on two (2) or more VoIP technology IT projects. For each project, list project name, description, and client reference and contact information.
9	30	Experience on two (2) or more .NET development IT projects. For each project, list project name, description, and client reference and contact information.
10	30	Experience on two (2) or more service oriented architecture technology IT projects. For each project, list project name, description, and client reference and contact information.

Requirement Number	Points Available	Requirement
11	15	Experience on two (2) or more call center design and implementation projects. For each project, list project name, description, and client reference and contact information.
12	15	Experience on one (1) or more State of California IT projects. For each project, list project name, description, and client reference and contact information.
13	15	Experience with phased implementation. For each project, Llist project name, description, and client reference and contact information.
14	30	Experience with Workflow integration with a UI application. For each project, Llist project name, description, and client reference and contact information.
15	30	Experience with Call center integration with a UI application. For each project, Llist project name, description, and client reference and contact information.

6E.2   Key Staff Requirements

6E.2.1   Key Staff References

Mandatory Requirement

Requirement Number	Points Available	Requirement
16	P/F	The bidder must submit at least three (3) references for each proposed Key Staff, as defined in the Qualifications Summary Form, RFP Section 8, Proposal and Bid Format and numerically rank the references in the order they prefer the State to contact them: Project Manager. Quality Assurance Manager. Project Scheduler. Contact Center Implementation/Deployment Manager. Contact Center Engineer/Architect. Software Development Manager. Sr. Software Architect (Technical Lead). Database Designer.

References will be contacted to validate experience and to verify work performance. A maximum of 500 points are available based on work performance ratings provided by the references. The customer work performance scores will be based on responses from no more than two (2) references for each Key Staff. The points are distributed among the Key Staff positions as follows:

- Project Manager   75 points
- Quality Assurance Manager   50 points
- Project Scheduler   25 points
- Contact Center Implementation/Deployment Manager   75 points
- Contact Center Engineer/Architect   75 points
- Software Development Manager   75 points
- Senior Software Architect (Technical Lead)   75 points
- Database Designer   50 points.

6E.2.2   Key Staff Qualifications

The Bidder must propose a project team to fill the following Key Staff roles with the minimum qualifications as defined for each Key Staff position below.

Mandatory Requirements

Requirement Number	Points Available	Requirement
17	P/F	The bidder shall submit a fully completed Qualifications Summary Form for each Key Staff submittal, as defined in RFP Section 8, Proposal and Bid Format which includes a resume for each proposed Bidder Key Staff.
18	P/F	At least one (1) of the following Key Staff positions must have at least two (2) years of UI project experience: a) Software Development Manager. b) Sr. Software Architect (Technical Lead). c) Database Designer. d) Project Manager.

6E.2.2.1   Project Manager

The State requires the staff resource assigned the role of Contractor Project Manager perform the following minimum responsibilities:

- Acting as the primary interface with the UIMOD Project Managers.
- Providing day-to-day management of the Project including overall performance and Contract compliance.
- Providing day-to-day management and direction of Contractor resources assigned to the Project.
- Interacting day-to-day with the State Project Director and management staff.
- Managing the Project to the current work plans and coordinating the availability of scheduled resources to the Project.
- Managing all Project resources and ensuring that appropriate resources are available throughout the life of the Contract.
- Establishing and maintaining regular communications with the UIMOD Project Office.

- Ensuring written status reports are provided as required.
- Maintaining issue reporting, tracking, escalation, and resolution procedures.
- Conducting ongoing reviews with State Project Team members and ensuring issue escalation procedures are followed and issues are resolved.
- Practicing change management controls and procedures in coordination with the State.
- Preparing budgetary updates.
- Monitoring and maintaining the Project's financial budget.
- Ensuring the timely development and delivery of quality Project Deliverables.
- Monitoring and maintaining the development and implementation schedules.
- Analyzing progress and suggesting changes as deemed appropriate.
- Overseeing preparation of all documents, correspondence, and meeting agendas.
- Developing and implementing a quality assurance process to ensure all objectives are met, milestones are achieved, and stakeholders are satisfied.
- Informing the UIMOD Project Office of any issues that might cause Project delays.
- Identifying any potential problem areas, recommending solutions, and working closely and cooperatively with the State Project Manager to resolve issues quickly and fairly.
- Providing the State Project Manager with written status reports and keeping the State Project Manager informed of Project progress versus the work plans.
- Instituting and maintaining quality control over all Deliverables submitted for review.
- Responding to and addressing all Independent Verification and Validation (IV&V) oversight, project review findings.

The Project Manager shall at a minimum meet the Mandatory Requirements defined below and as many of the Desirable Requirements as possible.

Mandatory Requirements

Requirement Number	Points Available	Requirement
19	P/F	Worked as the project manager on comparable projects for a period not less than eight (8) years.
20	P/F	Worked as the project manager with personal responsibility in directing and tasking diverse groups of technical and/or business staff of at least 20 people for a period not less than three (3) years.
21	P/F	Current Project Management Institute (PMI) Project Management Professional (PMP) Certification.
22	P/F	Education: Baccalaureate from an accredited college/university.

Desirable Requirements

Requirement Number	Points Available	Requirement
23	5	Experience working as a project manager on State of California information technology projects for a period of three (3) years or more.
24	40	Experience working as a project manager on UI projects for a period of three (3) years or more.
25	5	Current certification for Practitioner's or Manager's Certificate in ITIL IT Services Management.
26	10	Worked as the project manager on comparable projects for a period of fifteen (15) years or more.
27	10	Worked as the project manager with personal responsibility in directing and tasking diverse groups of technical and/or business staff of at least 20 people for a period of five (5) years or more.
28	5	Education: Baccalaureate degree or graduate degree (MA, MS, PhD) from an accredited U.S. college/university in project management or technology-related field.

6E.2.2.2   Quality Assurance Manager

The State requires the staff resource assigned the role of Quality Assurance Manager perform the following minimum responsibilities:

- Acting as the primary interface with the UIMOD Quality Manager.
- Establishing a Quality Assurance (QA) program and/or tailoring and applying Contractor's existing QA methodologies on the UIMOD project.
- Having reporting authority directly to the Contractor Project Director and responsibility for managing and coordinating the Contractor QA resources assigned to the Project.
- Developing the Contractor's QA Plan.
- Providing day-to-day management of Contractor's QA activities.
- Establishing and monitoring quality metrics.
- Managing all QA resources and ensuring that appropriate resources are available throughout the life of the Contract.
- Establishing and maintaining regular communications with the UIMOD Project Office regarding quality issues.
- Providing input to written status reports as required.
- Reviewing and improving Contractor's processes and procedures on a regular basis.

- Ensuring that Contractor staff adheres to approved Contractor and UIMOD processes and practices.
- Ensuring the quality of Contractor's Project Deliverables and ensuring such deliverables meets applicable industry standards and best practices.
- Overseeing and monitor all contractor testing activities.
- Developing and implementing a QA process to ensure all objectives are met, milestones are achieved, and stakeholders are satisfied.
- Applying QA standards, such as, ISO 9000 and IEEE Std. 730, IEEE Standard for Software Quality Assurance Plans.

The Quality Assurance Manager shall at a minimum meet the Mandatory Requirements defined below and as many of the Desirable Requirements as is possible.

Mandatory Requirements

Requirement Number	Points Available	Requirement
29	P/F	Worked as the quality assurance manager on software development or system implementation on comparable projects for a period not less than five (5) years and on at least two (2) separate projects.
30	P/F	Worked as the quality assurance manager managing a quality assurance team on software development or implementation (hardware and software) projects for a period not less than three (3) years.
31	P/F	Developed, applied, and managed quality metrics program for software development or system implementation projects for a period not less than three (3) years.
32	P/F	Education: Baccalaureate from an accredited college/university.

Desirable Requirements

Requirement Number	Points Available	Requirement
33	5	It is desirable the candidate has a current Project Management Institute Project Management Professional (PMI PMP) Certification.
34	5	It is desirable the candidate has a current Six Sigma certification.
35	5	Experience working as a quality assurance manager on State of California information technology projects for three (3) projects or more.
36	5	Experience working as a quality assurance manager on UI projects for three (3) projects or more.
37	4	Current certification for Practitioner's or Manager's Certificate in ITIL IT

Requirement Number	Points Available	Requirement
		Services Management.
38	4	Worked as the quality assurance manager on software development or system implementation on comparable projects for a period of ten (10) years or more on four (4) separate projects or more.
39	5	Worked as the quality assurance manager managing a quality assurance team on software development or implementation (hardware and software) projects for a period of five (5) years or more.
40	15	Developed, applied, and managed quality metrics program for software development or system implementation projects for a period of five (5) years or more.
41	2	Education: Baccalaureate or Ggraduate degree (MS, MA, PhD) from an accredited U.S. college/university in computer science, engineering, technology-related field.

6E.2.2.3   Project Scheduler

The State requires the staff resource assigned the role of Project Scheduler perform the following minimum responsibilities:

- Acting as the primary interface with the UIMOD Schedule/Cost Manager.
- Developing, maintaining, and revising the Contractor's Master Project Schedule, as well as reporting schedule progress in terms of product completion and project expenditure.
- Establishing a schedule management program for the Contractor's portion of the project.
- Reporting directly to the Contractor's Project Manager and working directly with the UIMOD Schedule/Cost Manager.
- Coordinating and facilitating Project Schedule reviews and update meetings with the UIMOD Schedule/Cost Manager and as needed.
- Updating the contractor Project Schedules to support the weekly publishing of the Contractor's Master Schedule and all required schedule reporting.
- Implementing the project Work Breakdown Structure (WBS) in the Contractor's Master Schedule.
- Reporting and maintaining predictive models of the remaining work in the project schedule.
- Analyzing the Contractor's Master Schedule weekly and reporting status.
- Meeting with the UIMOD Schedule/Cost Manager to review the variance reports and possible causes of buffer consumption.
- Attending any UIMOD meetings as required.

- Performing whatever tasks become necessary to support the project's performance to schedule.
- Maintaining and revising project schedules as needed.
- Documenting project management lessons learned with respect to schedule management at the completion of each project phase.

The Project Scheduler shall at a minimum meet the Mandatory Requirements defined below and as many of the Desirable Requirements as possible.

Mandatory Requirements

Requirement Number	Points Available	Requirement
42	P/F	Experience in schedule planning, schedule development and maintenance of an Integrated Master Schedules, earned value management, forecasting, and schedule analysis for a period not less than five (5) years.
43	P/F	Worked as the project scheduler for information technology projects of over three (3) million dollars for a period not less than five (5) years.
44	P/F	Experience with using the Microsoft Project management software for a period not less than five (5) years.
45	P/F	Experience in schedule variance reporting for a period not less than five (5) years.
46	P/F	Experience in the development of a WBS for information technology projects of over one (1) million dollars for at least two (2) projects.
47	P/F	Experience in integrating cost and schedule status collection for a period not less than one (1) year.
48	P/F	Progressive broad-based project, business analysis or process analysis experience for a period not less than three (3) years.
49	P/F	Experience working within a structured process or defined project management methodology for at least two (2) projects.
50	P/F	Experience working within an iterative development methodology for at least one (1) project.
51	P/F	Experience with and working knowledge of PMI project management methodology for at least two (2) projects.
52	P/F	Experience with schedule development and maintenance processes and procedures for at least two (2) projects.
53	P/F	Experience with schedule reporting through senior management for at least two (2) projects.
54	P/F	Education: Baccalaureate degree from an accredited college/university.

Desirable Requirements

Requirement Number	Points Available	Requirement
55	2	It is desirable that the Project Scheduler has achieved a MS Project Orange Belt certification or above.
56	1	It is desirable that the Project Scheduler has achieved a Current Project Management Institute certification Project Management Professional (PMP®).
57	1	Current certification for Practitioner's or Manager's Certificate in ITIL IT Services Management.
58	2	Experience in schedule planning, schedule development and maintenance of an Integrated Master Schedules, earned value management, forecasting, and schedule analysis for a period of eight (8) years or more.
59	2	Worked as the project scheduler for information technology projects of over three (3) million dollars for a period of eight (8) years or more.
60	2	Experience with using the Microsoft Project management software for a period of eight (8) years or more.
61	2	Experience in schedule variance reporting for a period of eight (8) years or more.
62	2	Experience in the development of a WBS for information technology projects of over one (1) million dollars for five (5) projects or more.
63	2	Experience in integrating cost and schedule status collection for a period of three (3) years or more.
64	2	Progressive broad-based project, business analysis or process analysis experience for a period of five (5) years or more.
65	1	Experience working within a structured process or defined project management methodology for five (5) projects or more.
66	1	Experience working within an iterative development methodology for three (3) projects or more.
67	2	Experience with and working knowledge of PMI project management methodology for (5) projects or more.
68	1	Experience with schedule development and maintenance processes and procedures for five (5) projects or more.
69	1	Experience with schedule reporting through senior management for five (5) projects or more.
70	1	Education: Baccalaureate ~~degree~~ or graduate degree (MA, MS, PhD) from an accredited ~~U.S.~~ college/university in project management or technology-related field.

6E.2.2.4   Contact Center Implementation/Deployment Manager

The State requires the staff resource assigned the role of Contact Center Implementation/ Deployment Manager perform the following minimum responsibilities:

- Working with UIMOD's System Engineer, Application Architect and Contact Center Engineer/Architect to design and deliver a complete contact center solution.
- Overseeing the hardware and software deployment to all contact centers.
- Managing sub-contractors, interact with the Quality and Testing teams, and manage the hardware and software build and configuration management processes.
- Tracking project plans and lead the development team to meet delivery dates.
- Providing accurate estimates for development of features and functionality.
- Planning and coordinating the deployment of the new call center platform to all fifteen call centers.
- Conceptualizing, designing, and documenting the new call center platform to include Interactive Voice Response (IVR), Skills-based routing, and network infrastructure.
- Maintaining necessary documentation to ensure the platform is developed based on technical requirements.
- Leading the implementation and deployment of all call center platform components.
- Assisting the Contact Center Engineer/Architect with infrastructure configurations.

The Contact Center Implementation/Deployment Manager shall at a minimum meet the Mandatory Requirements defined below and as many of the Desirable Requirements as possible.

Mandatory Requirements

Requirement Number	Points Available	Requirement
71	P/F	Managed and led contact center implementations for contact centers of no less than 200 seats of which at least one is a multi-site implementation for at least four (4) projects.
72	P/F	Experience with project management, implementation and support of large scale Contact Center Integrations Systems. Significant experience with coordination of the efforts of implementation and deployment teams, software programming teams, projects sponsors and end users for a period not less than three (3) years.

Requirement Number	Points Available	Requirement
73	P/F	At least one (1) year experience implementing multiple contact center integration projects with IVR, Automatic Call Distribution (ACD), Skills-Based Routing (SBR) platforms and data network using VoIP technologies for at least two (2) projects.
74	P/F	Education: Baccalaureate from an accredited college/university.

Desirable Requirements

Requirement Number	Points Available	Requirement
75	25	It is desirable that the Contact Center Implementation/Deployment Manager has worked on State of California information technology projects for three (3) years.
76	10	It is desirable that the Contact Center Implementation/Deployment Manager has for three (3) years experience working as a technical manager on UI projects.
77	7	Current certification for Practitioner's or Manager's Certificate in ITIL IT Services Management.
78	2	Managed and led contact center implementations for contact centers of no less than 200 seats of which at least one is a multi-site implementation for eight (8) projects or more.
79	5	Experience with project management, implementation and support of large scale Contact Center Integrations Systems. Significant experience with coordination of the efforts of implementation and deployment teams, software programming teams, projects sponsors and end users for a period of five (5) years or more.
80	25	One year experience implementing multiple contact center integration projects with IVR, Automatic Call Distribution (ACD), Skills-Based Routing (SBR) platforms and data network using VoIP technologies for four (4) projects or more.
81	1	Education: Baccalaureate or Ggraduate degree (MS, MA, PhD) from an accredited U.S. college/university in telecommunications engineering or telecommunications networking, network engineering or related areas of study. If substituting an area of study other than those listed, include substantiation for equivalence.

6E.2.2.5   Contact Center Engineer/Architect

The State requires the staff resource assigned the role of Contact Center Engineer/ Architect perform the following minimum responsibilities:

- Interfacing primarily with the UIMOD Application Architect.
- Leading the implementation of a large/multi location contact center environment specified in Call Center Network Platform and Application Upgrade (CCNPAU) requirements.
- Coordinating with UIMOD and vendor resources during the full project life cycle.
- Leveraging technical knowledge to develop and support strategies that are put forth to upgrade Employment Development Department's (EDD) contact center business operations.
- Presenting design/ functionality based on supplied functional and technical requirements, and architectural description.
- Maintaining documentation to ensure the consistency of applications and components with respect to the organization's architectural direction.
- Mentoring lower level team members in best practices, troubleshooting source code related issues.
- Ensuring that infrastructure components are easily maintainable.
- Assisting the infrastructure team with the configuration of development, test, and production environments.

The Contact Center Engineer/Architect shall at a minimum meet the Mandatory Requirements defined below and as many of the Desirable Requirements as possible.

Mandatory Requirements

Requirement Number	Points Available	Requirement
82	P/F	Configured and implemented Interactive Voice Response and Skills-Based routing systems for large/multi location contact center environments for a period not less than three (3) years and on two (2) projects.
83	P/F	Designed at least one implementation of the Bidder's proposed solution call routing system with the same core technology that handles more than 1000 seats for a period not less than two (2) years.
84	P/F	Designed and implemented an ACD on at least two (2) projects.
85	P/F	Designed, customized, implemented, and troubleshot Internet Protocol (IP) Contact Center Infrastructure for a period not less than two (2) years.
86	P/F	Hands-on experience with Computer Telephony Integration (CTI) on at least two (2) projects.
87	P/F	At least one of the following qualifications: a) Designed and implemented Predictive Dialer – three (3) years experience on at least two (2) projects. b) Designed and implemented Speech Recognition – three (3) years experience on at least two (2) projects.

Requirement Number	Points Available	Requirement
88	P/F	Experience with call routing administration, and Public Switched Telephone Network connectivity issues and administration for a period not less than three (3) years.
89	P/F	Developed technical strategies and solutions in a large-complex telephony environment for at least two (2) projects.
90	P/F	Experience with solution architectural responsibilities for multiple virtual contact center projects with multiple sites, multi-vendor, and multi telecommunications carriers for a period not less than three (3) years.
91	P/F	Education: Baccalaureate from an accredited college/university.

Desirable Requirements

Requirement Number	Points Available	Requirement
92	5	It is desirable that the Contact Center Engineer/Architect has previously designed call routing call flows for regulatory applications.
93	5	It is desirable that the Contact Center Engineer/Architect has worked on State of California information technology projects for a period of at least three (3) years.
94	5	It is desirable that the Contact Center Engineer/Architect has worked on UI projects for a period of at least three (3) years.
95	6	It is desirable that the Contact Center Engineer/Architect has worked on at least three (3) project(s) that directly report to an organization rated at a SEI CMM Level 3 or above.
96	5	Current certification for Practitioner's or Manager's Certificate in ITIL IT Services Management.
97	5	Configured and implemented Interactive Voice Response and Skills-Based routing systems for large/multi location contact center environments for a period of five (5) years or more and on four (4) projects or more.
98	5	Architected and dDesigned at least one implementation of the Bidder's proposed solution call routing system with the same core technology that handles more than 1000 seats for a period of five (5) years or more.
99	5	Designed and implemented an ACD on four (4) projects or more.
100	5	Designed, customized, implemented, and troubleshot Internet Protocol (IP) Contact Center Infrastructure for a period of five (5) years or more.
101	5	Hands-on experience with Computer Telephony Integration (CTI) on four (4) projects or more.

Requirement Number	Points Available	Requirement
102	5	At least one of the following qualifications: a) Designed and implemented Predictive Dialer - three (3) years experience on four (4) projects or more. b) Designed and implemented Speech Recognition – three (3) years experience on four (4) projects or more.
103	5	Experience with call routing administration, and Public Switched Telephone Network connectivity issues and administration for a period of five (5) years or more.
104	8	Developed technical strategies and solutions in a large-complex telephony environment for four (4) projects or more.
105	5	Experience with solution architectural responsibilities for multiple virtual contact center projects with multiple sites, multi-vendor, and multi telecommunications carriers for a period not less thanof five (5) years or more.
106	1	Education: Baccalaureate degree or graduate degree (MA, MS, PhD) from an accredited U.S. college/university in telecommunications engineering or telecommunications networking, network engineering or related area of study. If substituting an area of study other than those listed, include substantiation for equivalence.

6E.2.2.6   Software Development Manager (Technical Lead)

The State requires the staff resource assigned the role of Software Development Manager perform the following minimum responsibilities:

- Interfacing primarily with the UIMOD System Engineer.
- Overseeing the software development process and ensure timely, iterative deliveries.
- Working with the Senior Software Architect (Technical Lead), Contact Center Engineer/Architect, and in cooperation with EDD Security Office (ISO) to design a system and deliver a custom software solution.
- Managing the software development staff, interacting with the Quality and Testing teams, and managing the software build and configuration management processes.
- Tracking project plans and leading the development team to meet delivery dates.
- Providing accurate estimates for development of features and functionality.

The Software Development Manager shall at a minimum meet the Mandatory Requirements defined below and as many of the Desirable Requirements as possible.

Mandatory Requirements

Requirement Number	Points Available	Requirement
107	P/F	Worked as the Software Development Manager in the design and development of comparable projects deployed to production for at least two (2) projects.
108	P/F	Experience as the Software Development Manager on at least two (2) projects with at least 1000 end users each.
109	P/F	Experience as a Technical Lead or Software Development Manager on a large distributed system project having a software development team numbering at least 25 staff for at least two (2) projects.
110	P/F	Developed and deployed in production, the software for a web based system supporting 200,000+ Internet registered end-users for at least two (2) projects.
111	P/F	Experience with iterative development methodologies for at least two (2) years.
112	P/F	Used UML and/or use cases as the basis for defining functional requirements for at least two (2) years.
113	P/F	Education: Baccalaureate from an accredited college/university.
114	P/F	Developed and deployed a system software to production using Microsoft .Net as the target implementation environment for at least two (2) projects.
115	P/F	Developed Microsoft (MS) based applications or managed the deployment of MS based applications to production that integrated with a mainframe-based system for at least two (2) projects.

Desirable Requirements

Requirement Number	Points Available	Requirement
116	5	It is desirable that the Software Development Manager has managed software development for IVR-based applications for at least three (3) projects.
117	5	It is desirable that the Software Development Manager (Technical Lead) have at least two (2) years expertise developing and deploying SOA-based applications to production.
118	5	It is desirable that the Software Development Manager has experience developing and deploying information technology systems to production for the State of California for at least three (3) projects.

Requirement Number	Points Available	Requirement
119	8	It is desirable that the Software Development Manager has experience as the Software Development Manager on UI projects, developing and deploying software to production for at least three (3) projects.
120	1	Current certification for Practitioner's or Manager's Certificate in ITIL IT Services Management.
121	5	Worked as the Software Development Manager in the design and development of comparable projects deployed to production for four (4) projects or more.
122	10	Experience as the Software Development Manager on four (4) or more projects with at least 1000 end users each.
123	5	Experience as a Technical Lead or Software Development Manager on a large distributed system project having a software development team numbering at least 25 staff on four (4) projects or more.
124	10	Developed and deployed in production, the software for a web based system supporting 200,000+ Internet registered end-users for four (4) projects or more.
125	5	Experience with iterative development methodologies for four (4) years or more.
126	5	Used UML and/or use cases as the basis for defining functional requirements for four (4) years or more.
127	3	Education: Baccalaureate degree or graduate degree (MS, MA, PhD) from an accredited U.S. college/university in computer science, computer engineering, or comparable area of study. If substituting an area of study other than computer science or computer engineering, include substantiation for equivalence.
128	3	Developed and deployed a system software to production using Microsoft .Net as the target implementation environment for four (4) projects or more.
129	5	Developed Microsoft (MS) based applications or managed the deployment of MS based applications to production that integrated with a mainframe-based system for four (4) projects or more.

6E.2.2.7   Senior Software Architect

The State requires the staff resource assigned the role of Senior Software Architect perform the following minimum responsibilities:

- Interfacing primarily with the UIMOD Application Architect.
- Designing secure, reliable, scalable, performance-driven solutions for high-throughput, database-driven UIMOD software applications.
- Designing customer-driven software solutions with re-use, security, extensibility, and scalability in mind.
- Providing accurate estimates for development of features and functionality.
- Planning and prioritizing software functionality within the realm of business and customer requirements.
- Presenting design and functionality based on supplied functional and technical specification or requirements.
- Conceptualizing, designing, and documenting new architecture for existing applications, utilizing design patterns, and design techniques appropriately.
- Creating web services and methods.
- Designing database structures and high-level algorithms.
- Maintaining necessary documentation to ensure the consistency of applications and components with respect to the organization's architectural direction.
- Mentoring lower level team members in best practices, troubleshooting source code related issues.
- Ensuring code meets development standards, functional specifications, and is easily maintainable.
- Managing integration test and verifying functionality when developers deliver code.
- Leading the set up and utilization of tools that support the development and deployment processes.
- Assisting Infrastructure Teams with the configuration of Development, Test, and Production environments.
- Executing software configuration management and deployment processes.

The Sr. Software Architect shall at a minimum meet the Mandatory Requirements defined below and as many of the Desirable Requirements as possible.

Mandatory Requirements

Requirement Number	Points Available	Requirement
130	P/F	Worked as the Software Architect of large distributed systems or commercial products projects deployed to production for a period not less than five (5) years.
131	P/F	Worked as the Software Architect of large distributed systems or commercial products comparable project that has been deployed to production utilizing a .NET architecture for at least two (2) projects.
132	P/F	Experience with and knowledge of development in C#/C++ for a period not less than three (3) years.
133	P/F	Experience and knowledge of development of eXtensible Markup Language (XML)/eXtensible Style Language(XSL) for a period not less than three (3) years.
134	P/F	Experience and knowledge of Web Services for a period not less than three (3) years.
135	P/F	Experience with UML and RUP (Activity Diagrams, Use cases) for a period not less than three (3) years.
136	P/F	Experience with agile product development process architecture, development, functional/design specifications generation, and unit testing for a period not less than three (3) years.
137	P/F	Education: Baccalaureate from an accredited college/university.

Desirable Requirements

Requirement Number	Points Available	Requirement
138	3	It is desirable that the Sr. Software Architect has experience developing and deploying information technology projects to production for the State of California for three (3) projects or more.
139	7	It is desirable that the Sr. Software Architect has experience as the Technical Lead on UI projects, developing and deploying software to production for three (3) projects or more.
140	1	Current certification for Practitioner's or Manager's Certificate in ITIL IT Services Management.
141	10	Worked as the Software Architect of large distributed systems or commercial products projects deployed to production for a period of ten (10) years or more.
142	10	Worked as the Software Architect of large distributed systems or commercial products comparable project that has been deployed to production utilizing a .NET architecture for five (5) projects or more.

Requirement Number	Points Available	Requirement
143	7	Experience with and knowledge of development in C#/C++ for a period of five (5) years or more.
144	7	Experience and knowledge of development of eXtensible Markup Language (XML)/eXtensible Style Language(XSL) for a period of five (5) years or more.
145	10	Experience and knowledge of Web Services for a period of five (5) years or more.
146	10	Experience with UML and RUP (Activity Diagrams, Use cases) for a period of five (5) years or more.
147	7	Experience with agile product development process architecture, development, functional/design specifications generation, and unit testing for a period of five (5) years or more.
148	3	Education: Baccalaureate degree or graduate degree (MS, MA, PhD) from an accredited U.S. college/university in computer science, computer engineering, or comparable area of study. If substituting an area of study other than computer science or computer engineering, include substantiation for equivalence.

6E.2.2.8   Database Designer

The State requires the staff resource assigned the role of Database Designer perform the following minimum responsibilities:

- Architecting and designing the data models and database schemas.
- Fine tuning and optimizing database performance and throughput for high volume Online Transaction Processing (OLTP) applications.
- Implementing database clustering and replication to ensure high availability.
- Creating, maintaining and optimizing database objects (e.g. views, catalogs, and triggers).
- Optimizing the performance of SQL query and non-query commands.
- Developing and implementing database administration and operational procedures.

The Database Designer shall at a minimum meet the Mandatory Requirements defined below and as many of the Desirable Requirements as possible.

Mandatory Requirements

Requirement Number	Points Available	Requirement
149	P/F	Experience as a MS SQL Server database architect/designer/developer/administrator on large scale software development projects deployed in production within the last 5 years which included designing a database cluster to handle more than one million OLTP transactions daily for at least two (2) projects.
150	P/F	Developed and optimized indexes, complex views, constraints, triggers, and stored procedures for large MS SQL Server database with more than 100 tables and included resolving database performance and capacity issues for a period not less than five (5) years.
151	P/F	Integrated, initialized, populated, synchronized, cleansed, mapped, and transformed Bulk Data Migration on large scale projects with more than 50 million records for a period not less than two (2) years.
152	P/F	Developed conceptual, logical and physical data models through requirements gathering with developers and end users using data modeling tools such as Erwin, S-Designer, ER/Studio, etc for a period not less than three (3) years.
153	P/F	Experience developing both OLTP and Data Warehousing data models for a period not less than three (3) years.
154	P/F	Education: Baccalaureate from an accredited college/university.

Desirable Requirements

Requirement Number	Points Available	Requirement
155	6	It is desirable that the Database Designer has experience working with MS SQL Server 2005 cluster including database schema design, optimization, SQL development, failover, replication, XML, meta-data for a period of one (1) year or more.
156	7	It is desirable that the Database Designer has a current Microsoft Certified Database Administrator (MCDBAs) Certification.
157	1	It is desirable that the Database Designer has worked on State of California information technology projects for three (3) projects or more.
158	4	It is desirable that the Database Designer has worked on UI projects for three (3) projects or more.
159	1	It is desirable that the Database Designer has worked on a project(s) that directly reports to an organization rated at a SEI CMM Level 3 or above for three (3) projects or more.

Requirement Number	Points Available	Requirement
160	1	Current certification for Practitioner's or Manager's Certificate in ITIL IT Services Management.
161	7	Experience as a MS SQL Server database architect/designer/developer/administrator on large scale software development projects deployed in production within the last five (5) years which included designing a database cluster to handle more than one million OLTP transactions daily for five (5) projects or more.
162	6	Developed and optimized indexes, complex views, constraints, triggers, and stored procedures for large MS SQL Server database with more than 100 tables and included resolving database performance and capacity issues for a period of eight (8) years or more.
163	6	Integrated, initialized, populated, synchronized, cleansed, mapped, and transformed Bulk Data Migration on large scale projects with more than 50 million records for a period of five (5) years or more.
164	4	Developed conceptual, logical and physical data models through requirements gathering with developers and end users using data modeling tools such as Erwin, S-Designer, ER/Studio, etc for a period of five (5) years or more.
165	4	Experience developing both OLTP and Data Warehousing data models for a period of five (5) years or more.
166	3	Education: Baccalaureate ~~degree~~ or graduate degree (MS, MA, PhD) from an accredited ~~U.S.~~ college/university in computer science, computer engineering, or comparable area of study. If substituting an area of study other than computer science or computer engineering, include substantiation for equivalence.

6E.3   Project Management Proposal Requirements

6E.3.1   Project Management Plan (PMP)

Mandatory Requirements

Requirement Number	Points Available	Requirement
167	P/F	The PMP shall conform to IEEE Std. 1058-1998 Standard for Software Project Management Plans and shall incorporate and comply with IEEE Std. 1490-2003, IEEE Guide – Adoption of PMI Standard – A Guide to the Project Management Body of Knowledge.

Requirement Number	Points Available	Requirement
168	P/F	The scope of the PMP shall also incorporate into the IEEE Std. 1058 structure the Bidder's approach to the following supporting management processes that are specified in other sections of the RFP: a) Schedule Management. b) Cost Management. c) Staff Management. d) Communications Management. e) Configuration Management. f) Requirements Management. g) Risk Management. h) Quality Management. i) System Engineering Management.
169	P/F	The PMP shall address the Bidder's involvement in all aspects of each of the three four (34) UIMOD Project Life Cycle phases (System Development, System Implementation, and TransitionProduction Support & Transition, and Contract Closeout) as summarized in the UIMOD MPP.
170	P/F	The PMP shall contain a section at the end of the document titled "Standards Traceability", describing the approach to creating the PMP, and showing as a minimum, bi-directional traceability between the paragraphs in the plan, section paragraphs of IEEE Std. 1058-1998, section paragraphs of IEEE Std. 1490-2003, applicable sections of the UIMOD MPP, and other applicable standards or references used by the Bidder, as appropriate.

6E.3.1.1   Schedule Management and WBS

Requirement Number	Points Available	Requirement
171	10	The section for schedule management in the Bidder's proposed PMP shall address the following topics: a) Definitions. b) Roles and Responsibilities. c) Schedule Framework. d) Description of Project Lifecycle. e) Project Scope Summary. f) Project WBS. g) Duration Estimation. h) Schedule Documentation. i) Resource Allocation. j) Schedule Baseline, Control, Management Reserve, Authority. k) Schedule Status Collection Process. l) Schedule Cost Information Evaluation and Reporting. m) Project Schedule Template. n) Schedule Reporting. o) Schedule Oversight and Analysis. p) Schedule Archiving.
172	5	The Bidder shall submit a proposed WBS with project scope identified and decomposed as specified in IEEE 1490-2003, Section 5.3, Project Management Body of Knowledge (PMBOK®)
173	10	The Bidder shall show traceability from the proposed WBS to the Scope of work defined in both the UIMOD SOWRFP Section 6D and the Bidder's proposal.
174	5	The Bidder shall submit a proposed Project Master Schedule using the Microsoft Project 2003 schedule tool. This shall be submitted in an MS Project file format.
175	5	The Bidder's proposed Project Master Schedule shall be developed based upon the proposed WBS, and include the WBS structure in the MS Project file.
176	10	The Bidder's overall Project Master Schedule shall include all known work activities, deliverables and milestones.
177	10	The Bidder Project Master Schedule and WBS shall be a direct representation of the work and product scope defined in the UIMOD SOWRFP Section 6D.
178	10	The Bidder Project Master Schedule shall include as milestones all deliverables (including Initial deliveries and updates) that are identified in RFP Section 6D, Deliverables & Acceptance Process, and shall be filterable in MS Project for easy cross-referencing to the Deliverable Lists.
179	10	The Bidder Project Master Schedule shall include as milestones all Pay Point milestones identified in RFP Section 7, Cost Instructions, and shall

Requirement Number	Points Available	Requirement
		be filterable in MS Project for cross-referencing to the Pay Points.
180	5	The Bidder Project Master Schedule shall be fully resourced in MS Project with ~~both~~ Bidder ~~and State~~ staff roles.

6E.3.1.2 Budget/Cost Management

Requirement Number	Points Available	Requirement
181	25	The section for Cost Management in the Bidder's proposed PMP shall address the following topics: a) Participant Roles and Responsibilities. b) Project Cost Management Approach. c) Monitoring Costs. d) Project Cost Tools.
182	25	~~For Draft Proposal Only:~~ The Bidder shall trace their labor hour baseline to the proposed WBS. ~~Costs are not included as part of the Draft Proposals.~~ ~~For Final Proposal: The Bidder shall trace both their labor hour baseline and their cost baseline to the proposed WBS.~~

6E.3.1.3 Human Resource Management

Requirement Number	Points Available	Requirement
183	20	The section for Human Resource Management in the Bidder's proposed PMP shall address the following topics: a) Project Organization. b) Roles and Responsibilities. c) Project Staffing Approach. d) Responsibility Assignment Matrix (RAM).
184	20	The Human Resources section shall include the proposed RAM for the work identified by the Bidder's proposed Project Master Schedule, WBS and PMP.
185	10	The Human Resource Management section of the PMP shall include staffing histograms (produced from MS Project) to include one for each staff role, and in one month increments.

6E.3.1.4   Communication Management

Requirement Number	Points Available	Requirement
186	50	The section for Communication Management in the Bidder's proposed PMP shall address the following topics: a) Communications Roles and Responsibilities. b) Communication between the Bidder and the UIMOD Project Office. c) Communication between the Bidder and the UIMOD Project Sponsor. d) Other Communications- to include any other types of communication the Bidder is proposing that is not already mentioned in the prior sections. e) Information Management- to include the types of tools that would be used in maintaining the communications processes.

6E.3.1.5   Configuration Management

Requirement Number	Points Available	Requirement
187	40	The section for Configuration Management in the Bidder's proposed PMP shall address the following sections and sequencing as identified in IEEE Std. 828-2005 topics: a) Introduction (3.1). b) SCM Management (3.2). c) SCM Activities (3.3). d) SCM Schedules (3.4). e) SCM Resources (3.5). f) SCM Plan Maintenance (3.6).
188	40	The Bidder shall include the following in their proposed Configuration Management PMP section: a) Equipment (host, server and workstation). b) Software (system, application and Commercial-off-the-shelf (COTS)) Details regarding source code configuration should be addressed in the SEMP as part of the Bidder's proposal response, and referenced here. c) External Interfaces. d) Documentation.

6E.3.1.6   Requirements Management

Requirement Number	Points Available	Requirement
189	30	The section for Requirements Management in the Bidder's proposed PMP shall address the following: a) Introduction. b) RM Management. c) RM Activities. d) RM Schedules. e) RM Resources. f) RM Plan Maintenance.
190	35	The Bidder shall include the following in their proposed Requirements Management PMP section: a) Equipment (host, server and workstation). b) Software (system, application and COTS). c) External Interfaces. d) Documentation.

6E.3.1.7   Risk Management

Requirement Number	Points Available	Requirement
191	50	The section for Risk Management in the Bidder's proposed PMP shall address the following: a) Risk Management Planning. b) Risk Identification. c) Qualitative Risk Analysis. d) Risk Response Planning. e) Risk Monitoring & Control.

6E.3.1.8   Quality Management

Requirement Number	Points Available	Requirement
192	7	The section for Quality Management shall describe the internal and external standards (e.g., coding, design, commentary [programming], documentation, and testing standards) that will be employed in the execution of this project.
193	8	The section for Quality Management shall include a metrics process that describes how measurements will be identified, collected, and analyzed to ensure quality goals, including management and system goals, are being accomplished.
194	6	The section for Quality Management shall describe the corrective action process to address and resolve problems and deficiencies.

Requirement Number	Points Available	Requirement
195	6	The section for Quality Management shall describe the roles and responsibilities of Contractor staff as they relate to quality assurance.
196	4	The section for Quality Management shall describe the Bidder's organizational structure as it relates to quality assurance of the project.
197	9	The section for Quality Management shall describe the quality reviews that the Bidder will conduct including types of software design reviews (e.g., preliminary design review, detailed design review, test readiness review), system transition reviews (e.g., field office readiness, system cutover Go/No-go decision meeting), schedule reviews, and documentation reviews.
198	7	The section for Quality Management shall describe the types of project metrics the Bidder will collect, track, trend, and analyze.
199	7	The section for Quality Management shall describe the practices and procedures to be followed for reporting, tracking, and resolving problems or issues identified in software development, system transition and system maintenance processes. Description of how problems/issues will be tracked to resolution and, if applicable, how corrective action plans will be developed to address more significant issues.
200	5	The section for Quality Management shall describe quality assurance activities as they relate to testing.
201	5	The section for Quality Management shall describe how Contractor will ensure quality of work products developed and delivered by Contractor's sub-contractors/partners.
202	1	The section for Quality Management shall describe the tools used to support Contractor's QA tasks and activities.

6E.3.2   System Engineering Management Plan (SEMP)

Mandatory Requirements

Requirement Number	Points Available	Requirement

203	200	The Bidder shall provide a System Engineering Management Plan (SEMP), an overarching document that describes the overarching technical approach, methodologies, and practices used in satisfying the SOW.
		
		The SEMP should address the following topics:
		
		a) The organization of the Bidder's development team, along with their physical location and facilities needs.
		b) The test and development environments for the project and how they will be managed. This section will also discuss the interaction with the pre-production and production environments.
		c) Configuration Management: Include a description of how project configuration items (e.g. source code) will be managed.
		d) The Architecture and Design Process (both logical and physical design), including how issues will be discussed and resolved.
		e) The software development methodology to be used by the Bidder that reflects the UIMOD requirements (for iterative builds and incremental releases).
		f) The hardware development and configuration methodology to be used by the Bidder that reflects the UIMOD requirements (for iterative builds and incremental releases).
		g) System Testing: Include a description of the testing process to be used by the Bidder to ensure that the UIMOD requirements are met.
		h) Implementation Planning: Include a description of how the Bidder will manage the deployment of system functionality to the call centers, and the coordination/communication needed to prepare the target environments.
		i) Maintenance and Operations:
		   1. A description of how the Bidder will manage maintenance priorities.
		   2. A description of how maintenance will be done concurrently with development, given the incremental release requirements for the project.

Requirement Number	Points Available	Requirement
204	200	The Bidder's proposed SEMP shall include a proposed EDD Maintenance and Operations (M&O) Plan. The M&O Plan should address the following areas: a) Support Model. b) Triage Procedures. c) Tools. d) Identification of Roles and Responsibilities of support personnel. e) Release Management. f) Upgrades. g) Maintenance. h) On-going Operations. i) Customer Support. j) Specific support procedures for production. k) Deliverables. l) Resource Requirements (staff loading). m) Business Services Migration. n) Capacity Management. o) Technology Refresh. p) System security. q) Backup and Recovery. r) Disaster Recovery. s) Deficiency/Issue management.

6E.4   Technical Solution Proposal Requirements

6E.4.1   System Requirements Response

The Bidder must provide a narrative description to address the Bidder's approach to meeting the following UIMOD System requirements (refer to RFP Section 6C, Technical Requirements).

Mandatory Requirements

Requirement Number	Points Available	Requirement
205	15	**Computer Telephony Integration (CTI):** The Bidder will describe how the UCD will integrate with the Customer Service Representative desktop through the use of CTI and should describe the steps that EDD personnel will use to customize and enhance the CTI applications.

Requirement Number	Points Available	Requirement
206	15	**System Administration**. The UIMOD project will present new technical challenges for EDD and Department of Technology Services support personnel. The Bidder will describe how their proposed solution will minimize the support burden, and should address the following topics: a) Modifying capacity in the ACD, IVR, and Skills-Based routing modules. b) Addition or changes to ACD queues. c) Modifications to the IVR "tree" by EDD personnel. d) Management of QoS in the VoIP network. e) Integration with EDD's current network management solution, HPOpenview.
207	15	**Skills-Based Routing**: The Bidder will describe how the solution provides Skills-Based Routing and should respond to the following: a) Assignment of calls to agents distributed across multiple physical call centers b) Integration and management of call and non-call work c) Tools and processes the that enable the distributed management of skills groups and agent assignments to the skills groups.
208	15	**IVR** : The Bidder will describe how the proposed components of the IVR will enable: a) Custom software development that will enable the IVR to interface with external systems, or consume services that interface with external system. b) Secure and reliable data interchange with servers in physically remote locations.
209	10	**911 Service:** The Bidder will describe how the proposed solution will provide 9-1-1 service across the EDD call centers, and the processes necessary for ensuring that 9-1-1 service is accurate for all agents in all call centers.
210	10	**Reporting:** The Bidder will describe the reporting capabilities of the proposed call center solution, specifically addressing real-time, operational reporting capabilities as opposed to the ad-hoc reporting capabilities provided by a data warehouse populated with UCD data.
211	15	**Security**: The Bidder will describe how the proposed solution addresses security by addressing the following topics: a) Isolation of components and isolation of the call network from the data network. b) Monitoring and logging of activity, with notification of system administrators based on both standard and configurable "triggers". c) Application of patches and updates. d) Multiple and configurable levels of user and administrator roles. e) Authentication of internal and external users and devices.

Requirement Number	Points Available	Requirement
212	10	**Fraud Functionality:** The Bidder will describe fraud detection functionality that is included with the proposed solution and that has been previously implemented by the Bidder.

6E.4.2   UIMOD Solution Approach

The Bidder must provide a proposed UIMOD Solution which includes the Bidder's proposed technical solution for the UIMOD project. The proposal should reflect the UIMOD Architecture Description and requirements as presented in Section 6C, Technical Requirements. The detailed descriptions of the bidders approach in this section are scoreable elements of the RFP.

The Bidder should ensure that their proposed UIMOD Solution is consistent with the UIMOD Architecture Description (Appendix I) and requirements as listed in Section 6 of the RFP.

Mandatory Requirements

Requirement Number	Points Available	Requirement
213	P/F	The Bidder will provide an overview of their technical solution that introduces the topics defined in the subsequent UIMOD Solution Approach requirements.
214	100	**Conceptual Layers:** The Bidder will provide a description of their proposed technical solution that clearly describes the conceptual layers and services of the applications.
215	100	**Business Workflow:** The Bidder will provide a description of the framework for implementation of business workflow, including state and event management.
216	100	**Business Objects:** The Bidder will provide a description of the conceptual model or major business objects (see Microsoft standard Object Role Model (ORM)), including supporting diagrams and materials.
217	100	**Business Rules Framework (BRF)**: The Bidder will provide a description of the Business Rules Framework (BRF) product being proposed, and a description of the process for changing business rules as implemented in their technical solution proposal.
218	100	**Infrastructure:** The Bidder will provide a detailed description of the proposed future server environment and infrastructure, including the proposed hardware and equipment components. Include a description of who is responsible for each component (Bidder or State) during the design, development, implementation, and maintenance phases.

Requirement Number	Points Available	Requirement
219	100	**Software Components:** The Bidder will provide a description of the proposed Commercial, Off-the-shelf (COTS) software components that are included in the UIMOD proposed solution to satisfy system requirements, including software development tools, software version(s), middleware, other software modules, standard and ad hoc reporting software, and planned number of installations.
220	100	**Call Center Architecture:** The Bidder will provide a conceptual architecture of the CCNPAU contact center system. This should specify any known solution components, and include views (see IEEE 1471-2000, section 5.4) that represent the following stakeholder viewpoints: a) Call Center Manager, with UCD architecture diagram depicting a logical view of the call Center/UCD system. b) Network Administrator (Telco, Data), including physical system architecture, including any required network architecture and diagrams. This should also include any proposed changes to the CCNPAU Diagrams as presented in Appendix H, VoIP Network Diagrams, based on call center best practices, network best practices, and security best practices. c) IVR Application Developer.

6E.4.3   UIMOD Application Prototype Approach

After the contract award, the selected Contractor must demonstrate that they are providing a technical team that understands and has the technical capability to implement the UIMOD application architecture, design patterns, and technical requirements. During the first ninety days of the contract, the Contractor must design and build a prototype which will be used as a foundation for further development. Refer to RFP Section 6B for the prototype requirements.

With their proposal, the Bidder must provide their approach to the UIMOD Application Prototype, hereafter referred to as Prototype, which must meet the following requirements.

6E.4.3.1   Prototype Approach: State Management

The Prototype must use Web Wizard based on a Session/Objects/Forms Event/State management solution using XML meta-data for state and events management. The Prototype Web Application Session state must utilize ASP.NET out-of-process state service. The Prototype ASP.NET Wizard will allow the user to enter some data on a form and click buttons to navigate between Web forms (e.g. [Next], [Back], [Finish]).

The Web Forms events have to invoke an Event/State management component to change session state and invoke the next Web Form component based on the current session state and input event.

Mandatory Requirement

Requirement Number	Points Available	Requirement
221	40	The Bidder shall provide a description of the Prototype approach for State Management. The Bidder's description should address the following: a) Include a sample Web.config file that could be used for the Web Application Prototype. (3) b) Include a sample of an XML object(s)/file(s) that might be used in the Web Application Prototype by an Event/State management component to process events, states, enable/disable visibility of buttons on Web pages, and invoke Web Forms in ASP.NET Web applications. (5) c) Describe which elements and/or attributes define states, events, actions and state transition. (5) d) Describe which buttons publish which events and invoke which Web pages/state and are visible in which states. (3) e) Describe which elements/attributes define visibility of buttons on each Web Form and how it is associated with session state. Describes how ASP.NET page rendering is performed to dynamically enable/disable visibility of buttons controlled by state.(5) f) Describe how input events from Web Forms trigger next Web Form selection/invocation based on session state and input events. Describes how input data received from Web Forms is preserved when the user clicks on the navigation button and the event is processed by the State/Event management component. (10) g) Describe which elements/attributes define Business Objects states and how Business Object states can be changed and what values can be assigned to Business Objects state. Describes how Business Objects state is associated with data validation and how it impacts the saving of data in the database. (9)

6E.4.3.2   Prototype Approach: MS AJAX

The Prototype must have Web page(s), which use(s) MS ASP.NET 2.0 Out-of-Bound Callback (MS Ajax or a comparable product) technology for displaying data via DDL or controls, which display record sets of Data Objects extracted from data sources.

The Prototype will allow the user to change his/her address in the Claimant Profile using selection of items in the drop-down list (DDL) or Combo-box, which updates associated DDL/Combo-box from the database using MS AJAX JavaScript (or a comparable product). (Show that Web page is not refreshed.)

Mandatory Requirement

Requirement Number	Points Available	Requirement
222	20	The Bidder shall provide a description of how the Prototype will use MS AJAX (or a comparable product). The Bidder's description should address the following: a) Describe how the Bidder will build ASPX/ASCX files, which use MS AJAX (or a comparable product) to populate Country/State DDL/Combo-Box controls from the database. (5) b) Describe how the Bidder will build JavaScript files, which perform Out-of-bound Callbacks (MS AJAX or a comparable product) and populate DDL/Combo-Box for Country/State from the database. (5) c) Describe the implementation of associated DDL/Combo-Box controls (e.g. Countries – States) for claimant address change form, where selection of an item on one control invokes MS AJAX (or a comparable product) JavaScript to populate the associated DDL/Combo-Box. (10)

6E.4.3.3   Prototype Approach: Encryption

The Prototype must use an encryption solution for confidential properties of data objects. It must allow the designer/administrator to change the configuration/metadata to turn on/off for selected confidential properties of selected data object types (e. g. SSN field) in the application memory (including in ASP.NET Session object) and in the database. The Prototype approach must describe how such encryption & hashing solution is to be implemented, how key management is to be implemented for data objects encryption in a distributed environment with Web browser users and smart client users. (The solution must not use the same encryption key for all persistent data objects with confidential properties.)

The Prototype will allow the user to enter his/her SSN on a Web Form and the application will invoke a component to encrypt the confidential SSN field in the application session state and save it in the database as encrypted data while saving non-confidential fields in the database as clear text data.

Mandatory Requirement

Requirement Number	Points Available	Requirement
223	40	The Bidder shall provide a description of how the Prototype will handle Encryption.
		The Bidder's description should address the following:
		a) Include a sample XML meta-data/configuration file(s), which could be used to configure and control encryption of confidential data. (4)
		b) Describe which elements/attributes specify confidential elements/attributes and for which Data Object Type. (4)
		c) Describe which options specify protection method: encryption or hashing. (4)
		d) Describe which options are used to define clear-text sub-strings in confidential data elements. (4)
		e) Describe which crypto provider components are used. (2)
		f) Describe how a unique salt is generated and stored for each encrypted value. (5)
		g) Describe how a key is generated for encryption of confidential data, which pseudo-random number generation function is used and how keys are rotated – so ALL encrypted confidential values do not use the same key. (7)
		h) Describe where encryption keys, which are used for confidential data fields, are stored and how they are encrypted (what components, master key and algorithm is used). (6)
		i) Describe how encrypted confidential data elements are associated with their encryption keys and shows this relation in the database. (4)

6E.4.3.4 Prototype Approach: Asynchronous Processing

The Prototype must use ASPX/ASCX Asynchronous ASP.NET processing utilizing PageAsyncTask object or similar objects. The Prototype must invoke Web Services asynchronously and also invoke .NET Enterprise Services (COM+) asynchronously to access data sources. The used Enterprise Services must be stateless and use object pooling.

The Web Services must be stateless and must not use session cookies. They must be built using Windows Communication Foundation (WCF), WSDL, and XSD. The Web Services must use Document/literal style SOAP messages and WS-Security.

Mandatory Requirement

Requirement Number	Points Available	Requirement
224	20	The Bidder shall provide a description of how the Prototype will utilize Asynchronous Processing.
		The Bidder's description should address the following:
		a) Describe how the Prototype will use ASPX/ASCX with Asynchronous ASP.NET Page Processing and invoke asynchronously a Web Service to invoke asynchronously Enterprise Service, which performs SQL Insert/Update and Select and returns results for display on ASP.NET Web page. (10)
		b) Describe how the same shared Web Service will be used by the IVR and by the Web Form application. (5)
		c) Describe the difference in throughput and response time from synchronous implementation. (5)

6E.4.3.5 Prototype Approach: Domain Object Model

The Prototype must use an XML-based Domain Object Model solution with the following characteristics:

- The Prototype application's meta-data, configurations, settings must have XML format.
- All Data Objects must be automatically (de)serialized to/from XML by .NET when passed to Web Service as arguments, and when passed automatically to other processes.
- All Business Data Objects must have Object Schemas defined (meta-data to define Data Objects constraints / events / properties).
- All Web Services must have WSDL and all complex type SOAP arguments must have XSD.

The Prototype must use few generic Business Entity class(es) to manipulate many Data Objects types described by XML Schemas. Data Objects must be de-coupled from Data Sources.

Mandatory Requirement

Requirement Number	Points Available	Requirement
225	30	The Bidder shall provide a description of the Domain Object Model solution approach for the Prototype.
		The Bidder's description should include the following:
		a) A sample XML file with a sample Data Object container that could be used by the Web Application Prototype and a description of how the Data Objects container is serialized to XML and de-serialized from XML. (10)
		b) A sample XML data object(s) to be used by the Web Form Application Prototype and XML Data Object Schemas for data objects used by the Prototype. The Bidder must describe which elements/attributes define Data Objects constraints, events processing, properties, and validation rules. (20)

6E.4.3.6   Prototype Approach: Data Programming Model

The Prototype must deploy an SOA Data Programming Model solution. The Prototype must use an optimistic concurrency disconnected programming model. It must implement optimistic concurrency exception handling without loss of client data. The Prototype must use a disconnected container of business data objects, which can be a Service Data Object (SDO) container, XML Data Objects (XDO) container or any similar Data Objects container.

The Prototype must allow two (2) users to concurrently display/update the same Claimant Profile data object from two PCs and get an optimistic concurrency exception and handle this concurrency exception without loss of data by the users.

Mandatory Requirement

Requirement Number	Points Available	Requirement
226	30	The Bidder shall provide a description of the Data Programming Model solution approach for the Prototype.
		The Bidder's description should address the following:
		a) Describe which fields in the RDBMS tables and in the data object are used to detect an optimistic concurrency exception and how the solution will detect optimistic concurrency exceptions. (10)
		b) Describe how the solution merges changes made by user1 and user2 to the same data object in RDBMS and provides users with a capability to preserve entered data on concurrency exceptions. (10)
		c) Describe how the Data Objects container is serialized to XML and de-serialized from XML and what .NET features are used for this. (10)

6E.4.3.7 Prototype Approach: Data Access Layer

The Prototype must use a Data Access Layer solution with Data Objects / Relational mapping functions that utilize XML mapping schemas to map (Save and Get) XML Data Objects to/from the relational database.

The Prototype must use an XML Data Object / Relational mapping solution to save XML data object in RDBMS, where many elements/attributes of the XML data object are saved in separate fields (columns/rows) of the database tables.

The Prototype must use a role-based access control security solution for a Data Access layer to control access to data objects in the database.

Mandatory Requirement

Requirement Number	Points Available	Requirement
227	30	The Bidder shall provide a description of the Data Access Layer solution approach for the Prototype. The Bidder's description should address the following: a) Include a file with the XML mapping schema used to map an XML data object to RDBMS tables/rows/columns and describe how elements/attributes of the XML Data Objects map to the RDBMS tables/rows/columns. (10) b) Describe how the Prototype will perform Data Objects / Relational mapping functions that utilize XML mapping schemas to map (Save and Get) XML Data Objects to/from the relational database. (10) c) Describe technically how the role-based data access solution will check grants to read data object in the database. (4) d) Describe how grants are associated with roles and with the data objects and the operations on data objects. (3) e) Describe where grants and roles will be stored. (3)

6E.4.3.8 Prototype Approach: Web Forms Mapping

The Prototype should use a Web forms - Data Objects mapping solution that utilizes XML mapping schemas and XSL transforms to bind/map ASP.NET Web Forms to Data Objects. (This solution can be conceptually similar to MS Office InfoPath).

The Prototype must allow users to display/update the Claim and Claimant Profile XML data objects on forms and click a button to submit data object updates made on the Web Form. The ASP.NET Web Form mapping solution must update the XML Data Object using data posted back from the Web form and must bind the XML data object with the Web Form.

Mandatory Requirement

Requirement Number	Points Available	Requirement
228	40	The Bidder shall provide a description of the Web Forms Mapping solution approach for the Prototype. The Bidder's description should address the following: a) Include files with XML mapping schema which may be used to bind and map the ASP.NET Web form to Claim and Claimant Profile XML data objects. (20) b) Describe technically how the proposed solution performs binding of the XML data object with the Web Form and how the solution maps input data from the Web Form to the XML data object. (20)

6E.4.4   Implementation Approach

Mandatory Requirements

Requirement Number	Points Available	Requirement
229	100	The Bidder will create an Implementation Plan Proposal, which will conform to a subset of the Implementation Plan requirements found in RFP section Section 6B, System Engineering Requirements. The Implementation Plan Proposal should include the following: a) A system breakdown structure (see IEEE 1220-1998, section 4.10) showing the high-level design elements from the Bidders proposed system solution allocated to discrete, deliverable system components. b) A schedule of Checkpoint and Quality builds, and Pre-Production releases, with the deliverable system components allocated to each build and release. c) A discussion of the rationale for the timing of the releases, and of the dependencies between the releases.
230	100	The Bidder must provide its proposed approach to Interface Management and should include the following: a) The proposed approach to developing and managing external system interfaces. b) The process for managing changes to the interfaces, both in the production and non-production environments.

Requirement Number	Points Available	Requirement

231	80	The Bidder must provide its proposed approach to Data Conversion. The description of the Data Conversion approach should include:
		
		a) A description of how data conversion development will be performed and managed including the following tasks:
		  1. Data Mapping.
		  2. Data Conversion Analysis.
		  3. Data Conversion and Migration Strategy.
		  4. Conversion Build.
		  5. Conversion Testing/Validation.
		  6. Conversion Implementation.
		b) Technical tools that will be used for data transformation, transport and data quality error recovery.

232	80	The Bidder must provide a description of the proposed approach to synchronizing the data between the new UIMOD system and legacy systems.

233	90	The Bidder must present a Capacity Plan that should address the following areas:
		
		a) A description of how UIMOD capacity requirements will be met.
		b) How capacity issues shall be managed for all components of the UIMOD project.
		c) Descriptions of how capacity utilization will be monitored and capacity thresholds will be established.
		d) A description of corrective and escalation processes that will be used in the event any capacity thresholds are reached.
		e) A description of issues specific to CCNPAU will include:
		  1. A description of how the proposed solution will give EDD the flexibility to increase or decrease the amount of call handling capacity that is purchased, depending on planned or unplanned variances in call loads.
		  2. The plan for growth and management of QoS to standards for data network connected equipment. Maximum growth specifications shall not be less than 1.5 of the stated installed sizing.
		  3. The plan for growth and management of individual call centers.
		  4. The plan for growth and management of new call centers.

234	75	The Bidder must provide its proposed approach to the staging, delivery, and removal of equipment/hardware.

6E.4.5 Knowledge Transfer Approach

The Bidder must provide its proposed proven knowledge transfer approach for the UIMOD System. The Bidder's proposal must provide information that can be used by the State to evaluate the Bidder's knowledge of, and intended approach to, knowledge transfer and training. The State is interested in a hands-on, interactive

knowledge transfer approach to ensure efficient and effective operation and maintenance of the system going forward.

Mandatory Requirements

Requirement Number	Points Available	Requirement

235	50	The Bidder must describe its approach to Knowledge Transfer, which should address the following:
		
		 a) Training goals/standards and the specific plan for training technical personnel and end users.
		 b) Strategy for providing training early in the project to allow the training goals to be implemented throughout the project life cycle.
		 c) The different types of training, the specific courses and course materials, the training approach, and how training effectiveness shall be measured and addressed:
		     1. Development environment and processes.
		     2. Architecture and frameworks.
		     3. Database.
		     4. Application build and deployment processes.
		     5. Environment set up (test, training, pre-production, production).
		     6. Use Case realization.
		     7. System audit and error logging.
		     8. Security.
		     9. System administration and maintenance.
		     10. Troubleshooting.
		 d) The knowledge transfer activities that the contractor shall create to transfer system knowledge to the technical staff (from Information Technology Branch and UI Branch) for understanding in operating and in maintaining the new system, including operation of the testing tools and supporting infrastructure.
		 e) Metrics for tracking progress in achieving training and knowledge transfer objectives.
		 f) Reporting progress of training and knowledge transfer activities.
		 g) Timeline for knowledge transfer.

236	50	The Bidder must provide its approach to the assimilation of State staff into the development cycle in order to ensure Knowledge Transfer.
237	50	The Bidder must provide its plan/strategy utilized on a previous engagement to mentor staff that will be supporting the production system.

Requirement Number	Points Available	Requirement

238	50	The Bidder must provide its approach to Training and should include the following:
		
		a) Training goals and standards.
		b) The methods and tools for providing technical training to State staff that will support the UIMOD System following completion of contracted services, including the difference in approach to each State staff role shown below:
		   1. End Users.
		   2. Technical Personnel.
		   3. Support Personnel.
		c) A description of deliverables to support initial and ongoing training including user manuals, system manuals, and on-line help and training materials for technical/non-technical personnel.
		d) A description of high level prerequisites for each type of training proposed.

6E.4.6   Transition Approach

The Bidder must provide its proposed transition and deployment approach for UIMOD. The Bidder's proposal must provide information that can be used by the State to evaluate the Bidder's knowledge of, and intended approach to, system transition.

Mandatory Requirements

Requirement Number	Points Available	Requirement
239	15	The Bidder must provide its approach to Transition of the UIMOD system and should describe the following: a) How the Contractor will maintain and operate the system during the contractual period when the system is partially and fully in production [Transition (Production Support)]. b) How ownership and responsibility of the system shall be formally transferred to EDD up until the end of the contract engagement [Transition (Production Support)]. c) How equipment, configurations, and software shall be transitioned into the State's production environment.
240	15	The Bidder must provide its proposed approach for the transitioning of EDD staff to the new UIMOD System.
241	15	The Bidder must provide its technical transition plan approach that should include the transitioning of hardware, software, networks, data and operations to the State.
242	10	The Bidder must provide a description of the deliverables to be received by EDD from this effort.

Requirement Number	Points Available	Requirement
243	15	The Bidder must provide its approach for the transfer of supporting project data to the State, and should include change requests, Help Desk requests, issues, and risks.
244	15	The Bidder must provide its approach for support of the migration of business and technical processes and procedures.
245	10	The Bidder must provide its approach for implementation and transition of Lessons Learned captured through the project by the Bidder.
246	10	The Bidder must provide its approach for system support and should include the escalation process, system monitoring, and troubleshooting.

6E.5   Description of Demonstration

The Bidder will be required to demonstrate to the State, prior to Contract Award, that the Bidder has the knowledge, experience and resources to implement the UIMOD systems. The Bidder's proposal must include a description of how the bidder intends to respond to the demonstration requirements of a production call center, an Unemployment Insurance benefits system and a web application system implemented by the Bidder. There are 725 points available for the Demonstration. Refer to RFP Section 10, Demonstration, for the Demonstration requirements and point distribution.

Mandatory Requirements

Requirement Number	Points Available	Requirement
247	P/F	The Bidder must submit a response to the Production Call Center Demonstration requirements that describes the system and what features/items specified within the Demonstration requirements that the Bidder intends to demonstrate. The description must should include: a) Functionality and features to be demonstrated, b) COTS software and hardware products used, including product vendors and versions, c) System capacity and throughput, d) Conceptual architecture and technical diagrams of the implemented call center system to be demonstrated, e) Customer name and address for which the solution was implemented, f) Start and end dates of the implementation project, and g) IVR Use Cases Unified Modeling Language (UML) diagrams for the three (3) workflows to be demonstrated.

Requirement Number	Points Available	Requirement
248	P/F	The Bidder must submit a response to the Production UI Benefits System Demonstration requirements that describes the system and what features/items specified within the Demonstration requirements that the Bidder intends to demonstrate. The description should include: a) Functionality and features to be demonstrated, b) COTS software and hardware products used, including product vendors and versions, c) Platform description including hardware, O/S, frameworks, databases, programming languages, GUI technology, etc., d) System capacity and throughput, including number of certifications per week and number of users, e) Conceptual architecture and technical diagrams of system to be demonstrated, f) Customer name and address for which the solution was implemented, g) Start and end dates of the implementation project, h) Use Cases implemented by the UI Benefits solution, i) Prints of the UI Benefits System screens used for the continued claims certification process, and j) The Use Cases UML and all UML Activity Diagrams created for the registration functionality, continued claim certification functionality, the query of claims/payments status functionality and the Web-based self-service registration functionality to be demonstrated as part of production UI Benefits System demonstration.
249	P/F	The Bidder must submit a response to the Production Web Application System Demonstration requirements that describes the system and what features/items specified within the Demonstration requirements that the Bidder intends to demonstrate. The description should include: a) Functionality and features to be demonstrated, b) COTS software and hardware products used, including product vendors and versions, c) Platform description including hardware, O/S, frameworks, databases, programming languages, GUI technology, etc., d) System capacity and throughput, including number of transactions per hour, number of HTTP requests per hour and number of users, e) Conceptual architecture and technical diagrams of system to be demonstrated, f) Customer name and address for which the solution was implemented, g) Start and end dates of the implementation project, h) URL to access the Web system,

Requirement Number	Points Available	Requirement
		i) Use Cases for functionality to be demonstrated, and j) Prints of a sampling of the Web system screens.